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call center switch statistic

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Efficiency report incorporating communication switch statistics

US Pat. 6383045 - Filed Dec 12, 2003 - BellSouth Intellectual Property Corp.

The POTS **switch** is connected on its trunk side to **network 155**, ... The telephone operators inside **call center 130** provide a number 50 of customer services ...

Apparatus and methods for managing multiple internet protocol capable call ...

US Pat. 6175564 - Filed Jan 22, 1998 - Genesys Telecommunications Laboratories, Inc.

In this example, it is assumed that a **call** is received by a CDN of **switch 3168** (step 3262) of **call center 3162** while the best suitable agent is located in ...

System and method for evaluating agents in call center

US Pat. 6603854 - Filed Feb 25, 2000 - Teltronics, Inc.

A **call center** system that monitors agent performance comprising: a **call center switch** for receiving incoming calls; a plurality of agents for receiving ...

System and method for operating a plurality of call centers

US Pat. 5915012 - Filed Jan 14, 1997 - Genesys Telecommunications Laboratories, Inc.

In this example, it is assumed that a **call** is received by a CDN of **switch 168** (step 262) of **call center 20 162** while the best suitable agent is located in ...

Apparatus and method in improving e-mail routing in an internet protocol ...

US Pat. 6021428 - Filed Jan 22, 1998 - Genesys Telecommunications Laboratories, Inc.

In step 3280, routing server 3192 sends a command to 60 CTI server 3184 in **call center 3180** requesting reservation of a CDN in **switch 3182**. ...

Method and system for collecting reports for call center monitoring by ...

US Pat. 6707904 - Filed Feb 25, 2000 - Teltronics, Inc.

A **call center** system that collects and reports information about a **call center** for use by a supervisor comprising: 25 a **call center switch** for receiving ...

System and method for operating a plurality of call centers

US Pat. 6229888 - Filed Jun 22, 1999 - Genesys Telecommunications Laboratories

In this example, it is assumed that a **call** is received by a CDN of **switch 168** (step 262) of **call center 162** while the best suitable agent is located in **call** ...

Rules-based call routing

US Pat. 5590188 - Filed Feb 17, 1995 - iEX Corporation

The telephone network includes a **switch** connectable to the **call** processor and each of the multiple **call center** destinations for routing a **call** to a ...

Apparatus and methods in routing internet protocol network telephony calls ...

US Pat. 6373636 - Filed Jan 22, 1998 - Genesys Telecommunications Laboratories, Inc.

In this example, it is assumed that a **call** is received by a CDN of **switch 3168** (step 3262) of **call center 3162** while the best suitable agent is located in ...



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